

# Resident ASC Information Panel

March 2026



## What our residents say...

The Resident Adult Social Care (ASC) Information Panel is made up of residents from diverse backgrounds with direct and indirect experience of Adult Social Care. They are available to review resident facing Adult Social Care information and communications. This group is facilitated by the Newham Co-Production Team (Adults).

Our Panel members are carers or service users and want to prevent others from facing challenges they have experienced.

**“We've got a vested interest because we're looking after somebody and we've got experiences”**

They have a desire to make services clearer, fairer, and easier to navigate. **“[I want us] to make continual improvements. And to... reflect on what you're doing currently and decide what's working well, what needs improving.”**

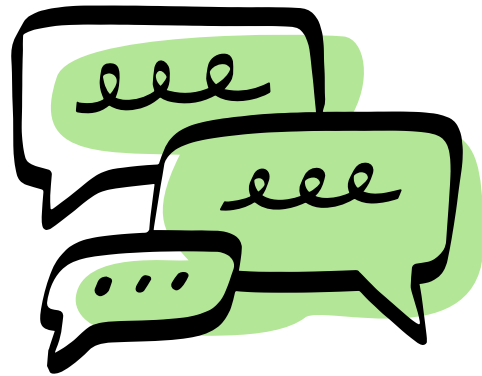
Residents feel their input can lead to real change. **“Your suggestions are actually valued because you could actually make a big difference”**

The Panels members want to make accessible information for their communities, such as the addition of Gujarati to the translation panel, which **“must be the major achievement”**.

## Why working with our residents is a good idea

- **Different perspectives:** Residents and service users highlight gaps that professionals may overlook.
- **Lived experience:** Residents share real-life experiences, making information more practical and relevant.
- **Diversity of views:** Involvement brings perspectives from different backgrounds, abilities, and cultures.
- **Language and cultural sensitivity:** Residents can identify jargon, abbreviations, and phrases that don't translate well.

“You don't know what's missing until you actually walk the journey.”



- **Accessibility:** The Panel will help ensure materials are understandable and inclusive for all, including those with low literacy or limited technological skills.
- **Improved trust and transparency:** Residents feel valued and see that their feedback leads to tangible changes.

## How Newham Officers can work with our residents

- **Collaborative process:** We will share the draft materials, allow the Resident Panel time to review, the panel will submit feedback in advance and then meet to discuss.
- **Work together:** we come together to discuss ideas and come up with shared solutions (e.g., legislative terms vs. user-friendly language).
- **Provide flexible formats:** We will use a variety of different feedback mechanisms to accommodate different technological abilities and preferences.
- **Reward and recognition (R&R):** We follow the R&R Policy. We may cover expenses (e.g. childcare) to support our residents to participate.
- **Evidence changes:** When the changes have been made, we will share what feedback was actioned and why, ensuring accountability. If something hasn't been adapted, we will give an explanation why it hasn't adapted and share alternative solutions.
- **Work with our Learning Disability Panel:** We are also setting up a Panel of residents with learning disabilities who can review Easy Read materials.



## Our Checklist: The ‘Basics’

- ✓ **Plain language:** Avoid jargon and unexplained abbreviations.
- ✓ **Cultural and language barriers:** Ensure translations are accurate and culturally appropriate.
- ✓ **Visuals and layout:** Use relevant images that reflect the community and those who use services - and make sure there is plenty of space on the page to help understanding.
- ✓ **Technology access:** Consider older generations or those who don't access information online and ensure that print outs are available in community locations
- ✓ **Process clarity:** Explain steps, timelines, and what happens next
- ✓ **Transparency:** State approximate timescales for referrals or assessments to manage expectations.
- ✓ **Translations:** Ensure that translated copies are available



We want to know... **“How do you get from A to B.”**

